



Lostwithiel Flood Emergency Plan



Lostwithiel Town Council



Lostwithiel Town Council Flood Plan October 2025

Why We Need a Flood Emergency Plan.

The centre of Lostwithiel has flooded countless times since the creation of the town in the early part of the twelfth century. The earliest known written document reported flooding on 18th December 1839, amazingly there are water colour sketches made on site on the day showing the full extent of the flood. Further written articles show major floods during the 19th century occurring in 1866 and 1894. Many floods happened in the 20th century principally the years 1903; 1928; 1979 & 1999. Although a substantial flood bund was constructed along the river bank in 1960, it hasn't decreased the risk and Lostwithiel flooded again in 2010 & 2012. It was then decided to have a written flood emergency plan which has been implemented on several occasion since.

Aims and Objectives

- To increase resilience in Lostwithiel to flooding through developing a robust co-ordinated approach via Lostwithiel Town Council's Flood Plan that complements the plans of responding agencies.
- To increase flood awareness in the community and thus reduce the risk to life and property in a future event.
- To provide a guide for Flood Co-ordinators & Flood Wardens
- To ensure that when implementing the plan all persons involved are not at any time at extra risk of danger.
- Identify the risks to the community in the event of localised or more severe flooding along with relevant response actions
- Identify vulnerable people living in the risk areas without documentation
- Identify resources available to assist in an emergency
- Provide contact details for the Lostwithiel Flood Plan, community resources, emergency services and the local authority.
- Ensure that confidentiality is maintained where necessary.

Ownership

This plan is owned by Lostwithiel Town Council who will be responsible for its publication and distribution to the community of Lostwithiel.

Comments on this plan should be provided in writing to Town Clerk, Lostwithiel Town Council, Edgcumbe House, Fore Street, Lostwithiel. PL22 0BL;
clerk@lostwithieltowncouncil.gov.uk

Insurance

All actions undertaken in accordance with this plan are covered by Lostwithiel Town Council's liability cover. The Town Council's insurers do not provide cover for Flood Wardens or Co-ordinators for the following:-

- walking in/through water at all
- clearing flood structures i.e. trash screens
- helping to fit flood protection equipment i.e. flood gates.

How will it work?

Plan Maintenance and Testing

Lostwithiel Town Council will:

- Co-ordinate responses to a flooding event
- Flood Wardens and Flood Co-Ordinators will meet together twice a year as a minimum
- Ensure that vulnerable people are considered
- Promote self-help to potentially affected households
- Review the plan annually as a minimum
- Report annually at the Annual Town Meeting detailing if the plan has been activated and highlighting any alterations to responsible personnel
- Facilitate important information to the community
- Ensure that the relevant authorities are notified

Plan Activation

The Flood Plan will be activated on any or all of the following:

- Receipt of a flood warning by the Environment Agency
- Information received from residents in the water catchment areas
- Analysis of the River Fowey tide table
- Weather predictions from meteorological websites.

Flood Warning Service

Flood Warning definitions are available from the Environment Agency.



Flood Alert

A **flood alert** means that flooding is possible so you should prepare now.

Timeframe

Between 2 and 12 hours before flooding.

What you should do

- be ready to follow your flood plan
- have insurance documents and any medications ready
- avoid walking, cycling or driving through any flood water
- move any livestock and farming equipment away from areas likely to flood



Flood Warning

A **flood warning** means that flooding is expected so you should act now.

Timeframe

Between 30 minutes to 2 hours before flooding.

What you should do

- protect yourself and your loved ones
- move your loved ones, pets and valuables to a safe place
- move to higher ground or the upper floor of a building
- turn off the gas, electricity and water in your home if it's safe
- put flood protection equipment in place
- do as the emergency services tell you
- help others if it's safe to do so



**Severe
Flood Warning**

A **severe flood warning** means that flooding could cause danger to life and significant disruption to communities. You must act now.

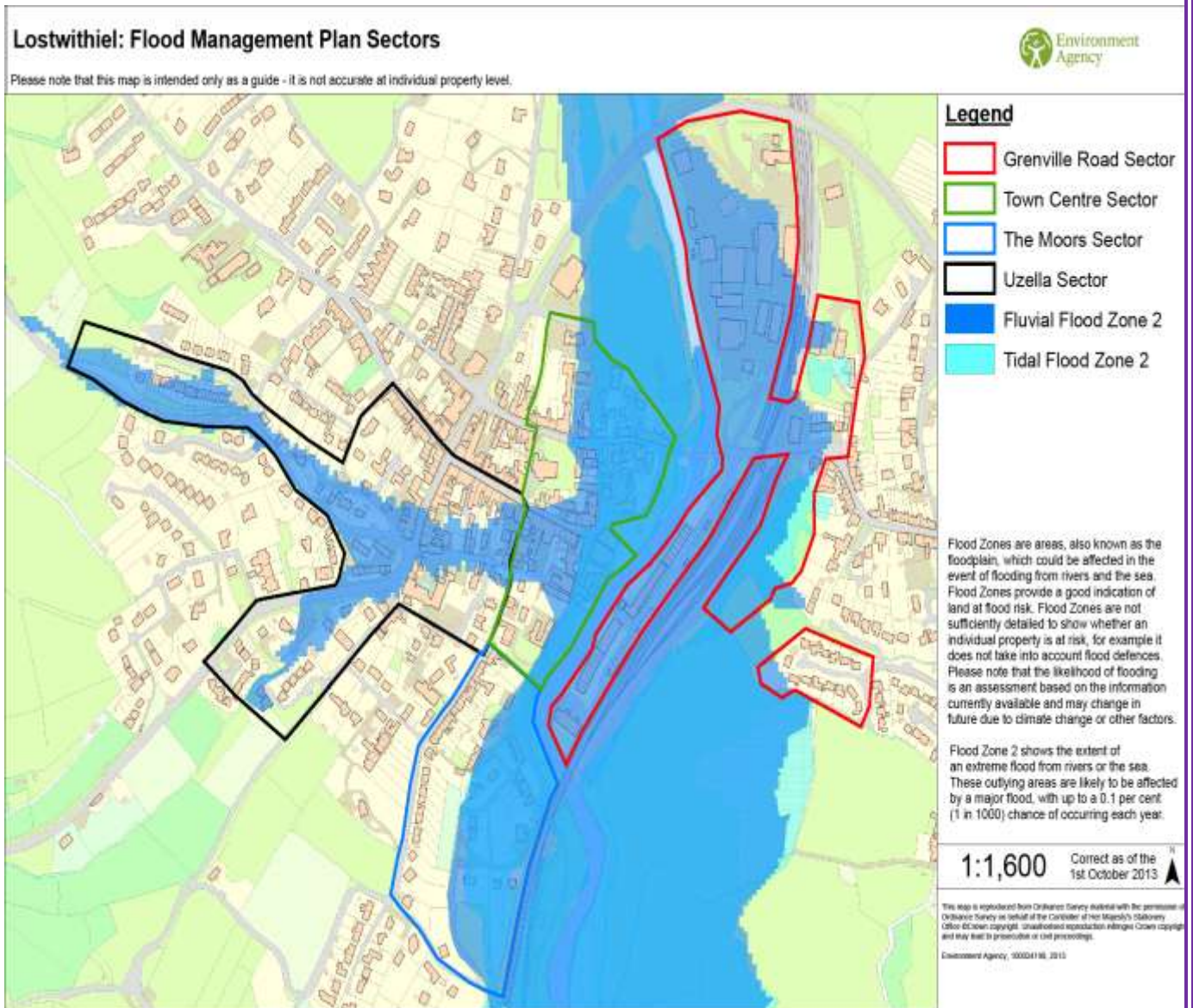
Timeframe

A severe flood warning is issued when flooding threatens life and communities.





What you should do

- stay in a safe place
- be ready to evacuate your home
- do as the emergency services tell you
- call 999 if you are in immediate danger
- if you are caught in a flash flood move to higher ground or the upper floor of a building if it's safe
- do as the emergency services tell you
- help others if it's safe to do so

For the purpose of the Flood Emergency Plan, Lostwithiel has been divided into 4 sectors. These have been drawn as follows:



The Flood risks and alerts & Flood Warnings available for the Lostwithiel sectors are as follows:

Sector No	POTENTIAL FLOOD RISK SOURCE					FLUVIAL FLOOD WARNING		TIDAL FLOOD WARNING	
	SURFACE WATER	FLUVIAL	FLUVIAL	FLUVIAL	TIDAL	Flood Alert	Flood Warning	Flood Alert	Flood Warning
		Tanhouse Stream	River Cober	River Fowey	Sea	River Fowey	River Fowey: Trekeivesteps to Lostwithiel	South Cornwall Coast	South Cornwall Coast: Land's End to Plymouth
									
1	✓	✓	✓			✓			
2	✓			✓	✓	✓	✓	✓	✓
3	✓			✓	✓	✓	✓	✓	✓
4	✓			✓	✓	✓	✓	✓	✓

Role of Flood Wardens and Flood Co-Ordinators

Flood Warden

Your Role **BEFORE** a Flood

Understanding flood risk within your sector

The risk of flooding that your community faces changes over time. New buildings, roads and even farming and land use practices can affect flood risk. Watercourses, culverts and drains can be affected by debris that could restrict their flow. **Please remember it is not within your role to clear debris from any of these structures. You are not insured to do so.** Keep aware of how changes within your sector may impact on the risk of flooding.

You can play an important role by acting as the “eyes and ears” of the local authorities. Report any debris in watercourses or culverts to the Flood Co-ordinator.

Identify properties at risk of flooding

Some properties are at greater risk of flooding than others. Knowing which properties are more likely to flood and possible flow routes of flood water can help you to become better prepared for an emergency. To help, take a look at a flood risk map of your local area. Consider which properties have flooded in the past. Also, look for properties in low lying areas or close to watercourses.

Identify vulnerable individuals

Your strength as a community volunteer is your detailed knowledge of your local area and the people living within it. Build up an understanding of who lives in your sector and especially anyone who may require priority attention during a flood such as the elderly or less mobile.

Once you have identified vulnerable individuals within your community keep this information safe and secure. You are advised to remember the information without writing it down.

Support community plan training and activities

You are encouraged to take part in any training for community volunteers. This is to provide you with information to help you to carry out your role in a safe and responsible way. The training will be updated and repeated on a regular basis.

Your community plan forms the basis of your community’s response to flood risk. You should familiarise yourself with the contents of the plan and how to respond during a flood. You should always follow the guidance and advice set out in the plan

as well as any training you have received to ensure you do not place yourself or others at unnecessary risk.

Your community plan will be tested on a regular basis. This is to test that the plan works well and to learn from any problems or shortcomings. It is also a good way of making sure you know what to do in an emergency. You will be expected to attend at least 1 test event annually to ensure you are fully up to date with the plan, failure to attend at least 1 will require you to be retrained.

The Town Council will hold regular meetings to discuss issues related to flooding in the local community. You are encouraged to attend these meetings, where possible, to keep up to date with developments and issues.

Help raise flood awareness

Helping to raise flood awareness within the community is an important activity within the Flood plan. Households and businesses may benefit from useful information such as; how to prepare for flooding, steps to protect property and emergency contacts. You may be asked for example to help with the door-to-door distribution of leaflets and newsletters. Please do not help businesses/householders fit flood prevention measures i.e. flood gates, **you are not insured to do so.**

Assist with the recruitment of community volunteers

As a member of the community, you may be ideally placed to identify other people with the enthusiasm, skills and attitude to support the community during an emergency. If you know of anyone suitable to be a community volunteer refer them to your Flood Co-ordinator.

Your Role **DURING** a Flood

Prioritise your own safety at all times

Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm. DO NOT ENTER FLOOD WATER AT ANY TIME.

Report to the Flood Desk

On receiving a flood warning or notification from the Flood Co-ordinators, you should report to the Flood Desk. Please note you must have attended the Flood Warden Training.

- You should attend with full PPE, ready for the Flood Co-ordinators to allocate duties. Please note: that if you are not in full PPE you will not be able to assist and will be asked to stand down

- Flood wardens should not attend if
 - Excessively fatigued.
 - Taking medication which may impair their duties.
 - Under the influence of alcohol.

Relay information to the Flood Co-ordinator

The Emergency Services, local authorities or the Environment Agency may call upon Flood Warden's assistance to relay information to the community. This may be to warn the public of a potential flood and particular areas to avoid or to provide information to promote health and wellbeing. This would involve door-to-door visits to engage with individual properties, this would be co-ordinated by the Flood Co-ordinator.

Follow guidance from the emergency services at all times

The Emergency Services and the Police in particular take the lead during a flood event, on their arrival all Flood Wardens will be stood down and should report to the Flood Desk. Follow their advice at all times as you may be placing yourself and others at risk of harm if you do not. Remember, you are not a member of the uniformed emergency services. If you are told to evacuate from an area follow the guidance you are given.

Provide the emergency services with local knowledge and information

Your strength as a community volunteer is your detailed knowledge of your local area and the people living within it. Relay this information to the Flood Co-ordinators during a flood. Be mindful the information may relate to individual properties or persons and should be managed responsibly at all times.

Collect information about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause and how to reduce risk in the future. Notes and especially photographs on flow routes and water levels can be very useful. These should be passed to the Flood Co-ordinators.

DO NOT place yourself at risk at any time

Your safety is a priority. Follow the guidance set out in your training and do not undertake activities that may place yourself at unnecessary risk.

DO NOT attempt to operate or repair flood defence structures or equipment

The unauthorised use of flood defence equipment could increase the risk of flooding or hide problems that should be addressed by the relevant authority via the Flood Co-ordinators. Do not use any equipment you have not been trained or authorised to use, e.g. helping householders to fit flood gates.

Your role **AFTER** a flood

Submit information you collected about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause of the flooding and how to reduce risk in the future. Submit your information to the Flood Co-ordinator.

Help to relay information to the local community

You may be able to support your community by relaying useful information after a flood. Newsletters and door-to-door visits can help keep people informed after an emergency. Information may relate to personal safety, hygiene, insurance claims or the risk of further flooding.

Support your community

It can take many months for individuals, households and businesses to recover from flooding and return to normal daily life. This recovery process can be stressful and impact upon people in different ways. As a member of the community, you may be able to provide support to those affected.

Chain of Command

In a flood situation all Flood Wardens must take direction from the Flood Co-ordinators at all times. All instructions and information will be fed through the Flood Co-ordinator to ensure Flood Wardens are kept up to date and to ensure the safety of all volunteers

Flood Co-ordinator

Your Role **BEFORE** a Flood

Understanding flood risk within your sector

The risk of flooding that your community faces changes over time. New buildings, roads and even farming and land use practices can affect flood risk. Watercourses, culverts and drains can be affected by debris that could restrict their flow. **Please remember it is not within your role to clear debris from any of these structures. You are not insured to do so.** Keep aware of how changes within your sector may impact on the risk of flooding.

You can play an important role by acting as the “eyes and ears” of the local authorities.

Identify properties at risk of flooding

Some properties are at greater risk of flooding than others. Knowing which properties are more likely to flood and possible flow routes of flood water can help you to become better prepared for an emergency. To help, take a look at a flood risk map of your local area. Consider which properties have flooded in the past. Also, look for properties in low lying areas or close to watercourses.

Identify vulnerable individuals

Your strength as the Flood Co-Ordinator is to build up an understanding of who **lives** in Flood Areas and especially anyone who may require priority attention during a flood such as the elderly or less mobile.

Once you have identified vulnerable individuals within your community keep this information safe and secure.

Support community plan training and activities

You are encouraged to take part in any training for community volunteers. This is to provide you with information to help you to carry out your role in a safe and responsible way. The training will be updated and repeated on a regular basis.

Your community plan forms the basis of your community’s response to flood risk. You should familiarise yourself with the contents of the plan and how to respond during a flood. You should always follow the guidance and advice set out in the plan as well as any training you have received to ensure you do not place yourself or others at unnecessary risk.

Your community plan will be tested on a regular basis. This is to test that the plan works well and to learn from any problems or shortcomings. It is also a good way of making sure you know what to do in an emergency. You will be expected to attend at least 1 test event annually to ensure you are fully up to date with the plan, failure to attend at least 1 will require you to be retrained.

It is important that as a Flood Co-ordinator you are fully aware of the procedures to be taken prior to calling out flood wardens and the setting up of the flood desk. Additional training/meetings may be held for just Co-ordinators that you will be expected to attend.

The Town Council will hold regular meetings to discuss issues related to flooding in the local community.

Help raise flood awareness

Helping to raise flood awareness within the community is an important activity within the Flood plan. Households and businesses may benefit from useful information such as; how to prepare for flooding, steps to protect property and emergency contacts. You may be asked for example to help with the door-to-door distribution of leaflets and newsletters. Please do not help businesses/householders fit flood prevention measures i.e. flood gates, ***you are not insured to do so.***

Assist with the recruitment of community volunteers

As a member of the community, you may be ideally placed to identify other people with the enthusiasm, skills and attitude to support the community during an emergency.

Your Role **DURING** a Flood

Prioritise your own safety at all times

Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm. DO NOT ENTER FLOOD WATER AT ANY TIME.

Relay information to the Emergency Services, Local Authority, Environment Agency and Flood Wardens

Based in the Scout Hut you would be responsible for the communication between the Flood Desk, Flood Wardens and the Emergency Services, local authorities or the Environment Agency. This may be to warn the public of a potential flood and particular areas to avoid or to provide information to promote health and wellbeing.

Follow guidance from the emergency services at all times

The Emergency Services and the Police in particular take the lead during a flood event. Follow their advice at all times as you may be placing yourself and others at risk of harm if you do not. Remember, you are not a member of the uniformed emergency services.

Provide the emergency services with local knowledge and information

You are the link between the volunteers and the Emergency Services and should ensure all parties are kept aware of the flood situation – please note all information should be passed to you by the volunteers and not direct to the Emergency Services.

Collect information about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause and how to reduce risk in the future. Notes and especially photographs on flow routes and water levels can be very useful after a flood.

DO NOT place yourself at risk at any time

Your safety is a priority. Follow the guidance set out in your training and do not undertake activities that may place yourself at unnecessary risk.

DO NOT attempt to operate or repair flood defence structures or equipment

The unauthorised use of flood defence equipment could increase the risk of flooding or hide problems that should be addressed by the relevant authority. Do not use any equipment you have not been trained or authorised to use, e.g. helping householders to fit flood gates

Your role **AFTER** a flood

Submit information you collected about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause of the flooding and how to reduce risk in the future.

Help to relay information to the local community

You may be able to support your community by relaying useful information after a flood. Newsletters and door-to-door visits can help keep people informed after an emergency. Information may relate to personal safety, hygiene, insurance claims or the risk of further flooding.

Support your community

It can take many months for individuals, households and businesses to recover from flooding and return to normal daily life. This recovery process can be stressful and impact upon people in different ways. As a member of the community, you may be able to provide support to those affected. Refer members of your community to a suitable authority or expert for further guidance and advice.

You will be responsible for the co-ordinating of the Flood Volunteer Team and ensuring all are stepped down on the arrival of the Emergency Services.

Flood Wardens are allocated to the sectors below:

Sector 1	Uzella – covering Uzella Park, Tanhouse Road, Edgcumbe Road and South Street
Sector 2	The Moors – covering The Moors and Parc Road
Sector 3	Town Centre – covering Quay Street, Fore Street, North Street and The Parade
Sector 4	Grenville Road – covering Grenville Road, Brunel Quays, Trewithian Parc and Restormel Industrial Estate, The Yard

Main Flood Co-ordinators: Karin Henderson & Gary Rawlings

All Flood Wardens and Flood Co-ordinators should:

- Live in the locality,
- Engage in the planning and response process
- Register to receive flood warnings and flood alerts relevant to their sector
- Encourage residents in their sector to register for relevant flood warnings and flood alerts
- Be under eighty years of age
- Keep residents up to date on amendments or changes to the plan
- Have ready to hand a 'grab-bag' containing relevant information, appropriate clothing and equipment.
- Have received training prior to undertaking the duties of a Flood Warden or Flood Co-ordinator

Emergency Contact Numbers

Organisation	Telephone (office hours)	Telephone (out of hours)
Floodline (for flood warnings and advice)	0345 988 1188	0345 988 1188
Environment Agency Incident Hotline (to report flooding)	0800 80 70 60	0800 80 70 60
Cornwall Council - Emergency Management	Call Emergency Management via Cornwall Fire and Rescue Service Critical Control on 0203 162 2240 and ask for the Duty Emergency Management Officer who will then call you back.	0203 162 2240
Cornwall Council – Report flooding or drainage issues on public roads	0300 1234 222	0300 1234 222
Cornwall Council – Environmental Health	0300 1234 212	
Organisation	Telephone (office hours)	Telephone (out of hours)
Floodline (for flood warnings and advice)	0345 988 1188	0345 988 1188
Environment Agency Incident Hotline (to report flooding)	0800 80 70 60	0800 80 70 60
Cornwall Council - Emergency Management	Call Emergency Management via Cornwall Fire and Rescue Service Critical Control on 0203 162 2240 and ask for the Duty Emergency Management Officer who will then call you back.	0203 162 2240
Cornwall Council – Report flooding or drainage issues on public roads	0300 1234 222	0300 1234 222
Cornwall Council – Environmental Health	0300 1234 212	
Fire & Rescue Service	999 Emergency	999 Emergency
Police	999 Emergency	999 Emergency
Ambulance Service	999 Emergency	999 Emergency
HM Coastguard	999 Emergency	999 Emergency
SW Water Company	0344 346 2020	0344 346 2020
Electricity	National Grid – 0800 6783 105	105
Gas	British Gas - 0800 111 999	0800 111 999
Telecommunications Co	BT 0800 917 0510	

Flood Warden Emergency Procedures

- The overall aim of this flood emergency plan is to reduce the risk to life.
- Each individual should assess each situation to check if safe to proceed and request help if required.
- Remember, volunteers are not trained members of emergency services.
- At no time should a volunteer undertake activity for which they have not been trained
- At no time should a volunteer undertake any flood duties alone
- During periods of heavy or prolonged rain, the following procedures should be followed

Before a Flood

The Flood Co-ordinators will try to carry out an assessment of flood risk based on:

- Flood Warnings: <https://check-for-flooding.service.gov.uk/location/lostwithiel-cornwall>
- Local tidal knowledge: <https://foweyharbour.co.uk/weather-tides/>
- Observation of meteorological data:
<https://weather.metoffice.gov.uk/forecast/uk>
- BBC weather site: <https://www.bbc.co.uk/weather/2643583>
- River levels <https://check-for-flooding.service.gov.uk/river-and-sea-levels/lostwithiel-cornwall>
- TV & Radio news

If a Flood Alert has been issued.

What To Do

- Flood Warden should contact the Flood Co-ordinators, report to the Flood Desk, and act on instructions from the Flood Co-ordinators.
- Residents should be encouraged to protect their own property and to deploy their own emergency equipment if they have any and locate their 'Emergency Grab Bag',
- Please note the Flood Co-ordinator will allocate Flood Wardens in pairs, at under no circumstances should a Flood Warden act alone.

Suggested Emergency Grab-Bag Contents

<i>Suggested Emergency Grab-Bag Contents</i>	<i>Tick</i>
Torch and spare batteries.	
Bottled water.	
Snack bars or other foods.	
Note book and pencil.	
Special items e.g. glasses, contact lenses, medication, hearing aid batteries.	
Spare warm clothing	
Small blanket/throw	